



Austin Open Government Online

"Incorporating transparency as a core value in the design and execution of the new City of Austin website."

Austin Community Technology and Telecommunications Commission
1/11/12



Project Overview

- In-house project approved by City Manager - 2/15/11
- Kick-off - 5/5/11
- Project releases
 - Release 1: Configuration and design - 7/29/11
 - Release 2: Department content liaison groups - 10/10/11
 - Release 3: Internal/External focus groups - 11/18/11
 - Release 4: Public Beta - 12/19/11
- Final public release - 1/26/12

Project Overview

- Feedback forms accessible from all pages in Beta
- Majority of feedback related to change
 - Repeat users used to finding content on the old site
 - New navigation and search familiarity
 - General reports of minor functionality bugs

Please describe your issue or what happened	Total
Bug	67
Could not find what I was looking for	185
Inaccurate information	14
Issue with design or graphic	47
Typo/Misspelling	4
Grand Total	317

- Project team is actively assessing and responding, with plans for ongoing feedback loops

2012 Innovation Plan

- Build services upon Content Management System platform
 - Seize opportunities to offer mobile application services
 - Identify emerging technology trends and integrate into overall City IT strategy
 - Adopt Open Source technology to increase efficiency, agility and collaboration/sharing
- Expand Data Portal offerings and look for community development opportunities
- Partner with Code for America to develop broad based civic applications to solve City issues